



STATEMENT OF ACCOUNT

SMALLER, BEN

PAGE 1 OF 2

9508 KEELER AVE

SKOKIE

IL 60076

ADDRESS REPLY TO COMPANY AT:

POST OFFICE BOX 190
AURORA, ILL 60507

STATEMENT DATE:	7-18-01 RATE: 01
ACCOUNT NUMBER:	01-11-29-0811-4
BALANCE:	200.16
UNPAID DEPOSIT:	.00
TOTAL:	200.16

FOR SERVICE AT:

9508 KEELER AVE
SKOKIE

BILL PERIOD		BILL DUE DATE	TRANSACTIONS		AMOUNT	BALANCE
FROM	TO		DESCRIPTION	DATE		
7-16-98	8-14-98	9-08-98			12.56	12.56
			CASH PAYMENT	8-31-98	12.56	.00
8-14-98	9-25-98	10-21-98			10.03	10.03
			CASH PAYMENT	10-01-98	10.03	.00
9-25-98	10-15-98	11-06-98			18.86	18.86
			CASH PAYMENT	10-20-98	18.86	.00
9-25-98	11-16-98	12-08-98	CANCEL BILL-METER READ	11-17-98	18.86	18.86CF
11-16-98	12-16-98	1-07-99			18.05	.81CF
					49.22	48.41
11-16-98	12-28-98	1-25-99	CANCEL BILLING-TC 5	1-04-99	49.22	.81CI
			CASH PAYMENT	1-06-99	24.51	23.70
12-28-98	1-18-99	2-09-99			23.70	.00
1-18-99	2-16-99	3-10-99			36.50	36.50
					45.69	82.19
1-18-99	3-17-99	4-08-99	CANCEL BILL-METER READ	3-18-99	45.69	36.50
			LATE PAY CHARGE	4-08-99	28.80	65.30
3-17-99	4-16-99	5-10-99			1.53	66.83
			CASH PAYMENT	4-22-99	25.33	92.16
			CANCEL BILLING-TC 5	4-28-99	92.16	.00
3-17-99	4-22-99	5-19-99			25.33	25.33CI
			ACCTS REC REFUND ADJ	4-29-99	6.93	18.40CI
4-22-99	5-18-99	6-09-99			18.40	.00
			CASH PAYMENT	5-28-99	9.35	9.35
5-18-99	6-16-99	8-09-99			9.35	.00
6-16-99	7-16-99	8-09-99			8.47	8.47
			CASH PAYMENT	7-26-99	9.62	18.09
7-16-99	8-16-99	10-08-99			18.09	.00
8-16-99	9-16-99	10-08-99			8.62	8.62
			CASH PAYMENT	9-24-99	9.23	17.85
9-16-99	10-15-99	11-08-99			17.85	.00
			CASH PAYMENT	10-20-99	15.31	15.31
			CANCEL BILL-METER READ	11-16-99	15.31	.00
9-16-99	11-15-99	12-07-99			15.31	15.31C
			CASH PAYMENT	11-23-99	19.53	4.22
11-15-99	12-15-99	1-06-00			4.22	.00
			CANCEL BILLING-TC 5	1-05-00	36.14	36.14
11-15-99	12-30-99	1-26-00			36.14	.00
12-30-99	1-14-00	2-07-00			33.00	33.00
					10.43	43.43



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SKOKIE

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FROM	TO		DESCRIPTION	DATE		
1-14-00	2-15-00	3-08-00	CASH PAYMENT	1-19-00	33.00	10.43
					41.31	51.74
			LATE PAY CHARGE	3-08-00	.78	52.52
2-15-00	3-15-00	4-06-00			12.06	64.58
			CASH PAYMENT	3-21-00	64.58	.00
3-15-00	4-13-00	5-05-00			20.63	20.63
			CASH PAYMENT	4-24-00	20.63	.00
			CANCEL BILL-METER READ	5-17-00	20.63	20.63C
3-15-00	5-16-00	6-07-00			21.63	1.00
			CASH PAYMENT	5-18-00	1.00	.00
5-16-00	6-14-00	8-08-00			10.34	10.34
6-14-00	7-15-00	8-08-00			9.30	19.64
			CASH PAYMENT	7-20-00	19.64	.00
7-15-00	8-14-00	10-06-00			9.40	9.40
8-14-00	9-14-00	10-06-00			10.15	19.55
			CASH PAYMENT	9-18-00	19.55	.00
9-14-00	10-16-00	11-07-00			10.46	10.46
			CASH PAYMENT	10-19-00	10.48	.02C
10-16-00	11-14-00	12-06-00			10.81	10.79
			CASH PAYMENT	11-20-00	10.79	.00
11-14-00	12-14-00	1-05-01			33.48	33.48
12-14-00	1-16-01	2-07-01			84.88	118.36
1-16-01	2-14-01	3-08-01			55.69	174.05
2-14-01	2-26-01	3-20-01			28.16	202.21
2-26-01	3-13-01	4-04-01			14.97	217.18
			CASH PAYMENT	3-12-01	28.16	189.02
3-13-01	4-16-01	5-08-01			23.93	212.95
			CASH PAYMENT	4-18-01	14.97	197.98
			CANCEL BILLING-TC 5	5-08-01	23.93	174.05
3-13-01	4-25-01	5-29-01			20.33	194.38
4-25-01	5-12-01	6-06-01			5.20	199.58
			CASH PAYMENT	5-15-01	23.93	175.65
			LATE PAY CHARGE	5-29-01	3.53	179.18
			LATE PAY CHARGE	6-06-01	1.53	180.71
5-12-01	6-14-01	7-06-01			7.89	188.60
			LATE PAY CHARGE	7-06-01	2.71	191.31
6-14-01	7-16-01	8-07-01			8.85	200.16

OR GAS

****CURRENT CUSTOMER - BILLING HISTORY TRANSCRIPT****

NSCRIPT DATE: 7-18-01

TOMER SMALLER, BEN

CURRENT CUSTOMER DATA:

ACCT BALANCE \$ 200.16
UNPAID DEPOSIT \$.00
PAID DEPOSIT \$.00
TURN-ON DATE 5-28-98
BASE USE 0
USE PER D.D. .02
MUNICIPAL TAX % .00

DEAR CUSTOMER:

THIS TRANSCRIPT CONTAINS UP TO YOUR LAST THIRTY-SIX BILL:

IF WE CAN BE OF FURTHER SERVICE TO YOU, PLEASE CALL US.

COUNT NUMBER: 01-11-29-0811-4 METER NUMBER: 3878467

FE: 03 RES HEATING DIALS 4 YEAR 01

LINE NUMBER: 674-3503 PRESSURE METER NO
FIXED FACTOR NO

SINCERELY,

CUSTOMER CARE CENTER

NICOR GAS

ISSUE DATE	BILL TO DATE	DAYS	READING	CCF	BTU	THERMS	GSC	BILL AMOUNT	DEGREE DAYS	TAX USED	ENV RATE	ENVIRONMENTAL AMOUNT
7-17-01	7-16-01	032	0033	4	1.019	4.07	.3531	8.85	5	2.4	.0063	.03
6-15-01	6-14-01	033	0029 E	2	1.019	2.03	.4727	7.89	185	2.4	.0063	.01
5-16-01	5-12-01	017	0027	2	1.019	2.03	.5235	5.20	47	2.4	.0063	.01
5-08-01	4-25-01	043	0025	13	1.019	13.24	.6051	20.33	811	2.4	.0062	.08
5-08-01	3-13-01	034	0012									
4-17-01	4-16-01	034	0032 E	20	1.019	20.38	.6250	23.93	716	2.4	.0062	CANC BIL
3-14-01	3-13-01	015	0012	12	1.018	12.21	.7460	14.97	496	2.4	.0065	.08
2-27-01	2-26-01	000	0000									
2-27-01	2-26-01	012	6015 X	23	1.018	23.41	.9300	28.16	459	2.4	.0061	.14
2-15-01	2-14-01	029	5992 E	43	1.018	43.77	.9410	55.69	1099	2.4	.0061	.27
1-17-01	1-16-01	033	5949 M	82	1.017	83.39	.8136	84.88	1488	2.4	.0014-	.12
12-15-00	12-14-00	030	5867 E	31	1.017	31.52	.6717	33.48	1121	2.4	.0076-	.24
11-15-00	11-14-00	029	5836	5	1.017	5.08	.6390	10.81	322	2.4	.0076-	.04
10-17-00	10-16-00	032	5831 E	5	1.018	5.09	.5689	10.46	216	2.4	.0076-	.04
9-15-00	9-14-00	031	5826	5	1.018	5.09	.5034	10.15	3	2.4	.0014-	.01
9-15-00	8-14-00	030	5821 E	4	1.018	4.07	.4950	9.40		2.4	.0030	.01
7-18-00	7-15-00	031	5817	4	1.018	4.07	.4703	9.30	2	2.4	.0030	.01
7-18-00	6-14-00	029	5813 E	6	1.018	6.10	.4059	10.34	87	2.4	.0030	.02
5-17-00	5-16-00	062	5807	15	1.018	15.27	.3418	21.63	807	2.4	.0031	.05
5-17-00	3-15-00	029	5792									
4-14-00	4-13-00	029	5818 E	26	1.018	26.46	.3283	20.63	560	2.4	.0033	CANC BIL
3-16-00	3-15-00	029	5792	10	1.018	10.18	.3210	12.06	595	2.4	.0035	.04
2-16-00	2-15-00	032	5782 E	73	1.019	74.38	.3293	41.31	1313	2.4	.0035	.26
1-17-00	1-14-00	015	5709	13	1.019	13.24	.3363	10.43	469	2.4	.0035	.05
1-05-00	12-30-99	045	5696 B	41	1.019	41.77	.3539	33.00	1324	2.4	.0038	.16
1-05-00	11-15-99	030	5655									
12-16-99	12-15-99	030	5711 E	56	1.019	57.06	.3583	36.14	691	2.4	.0038	CANC BIL
11-16-99	11-15-99	060	5655	11	1.020	11.22	.3600	19.53	566	2.4	.0038	.04
11-16-99	9-16-99	029	5644									
10-18-99	10-15-99	029	5659 E	15	1.020	15.30	.3493	15.31	181	2.4	.0038	CANC BIL
9-17-99	9-16-99	031	5644	5	1.020	5.10	.3145	9.23	14	2.4	.0038	.02
9-17-99	8-16-99	031	5639 E	4	1.021	4.08	.3000	8.62		2.4	.0038	.02
7-19-99	7-16-99	030	5635	6	1.022	6.13	.2875	9.62	5	2.4	.0038	.02
7-19-99	6-16-99	029	5629 E	4	1.022	4.08	.2629	8.47	33	2.4	.0038	.02

COR GAS

CURRENT CUSTOMER - BILLING HISTORY TRANSCRIPT

TRANSCRIPT DATE: 7-18-01

CUSTOMER SMALLER, BEN

CURRENT CUSTOMER DATA:

ACCOUNT NUMBER: 01-11-29-0811-4 METER NUMBER: 3878467

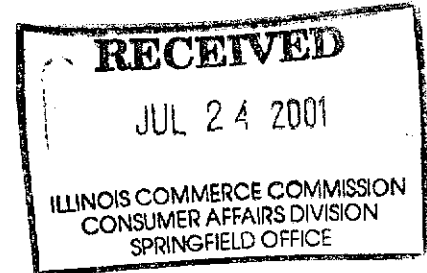
MT	ISSUE DATE	BILL TO DATE	DAYS	READING	CCF	BTU	THERMS	GSC	BILL AMOUNT	DEGREE DAYS	TAX USED	ENV RATE	ENVIRONMENTAL AMOUNT
	5-19-99	5-18-99	026	5625	6	1.023	6.13	.2431	9.35	166	2.4	.0038	
	4-28-99	4-22-99	036	5619	1	1.022	1.02	.2321	6.93	558	2.4	.0033	.02
	4-28-99	3-17-99	030	5618			CANCEL BILLING FROM		3-17-99	TO 4-16-99	5%		
	4-19-99	4-16-99	030	5663 E	45	1.022	45.99	.2325	25.33	453	2.4	.0032	CANC BIL
	3-18-99	3-17-99	058	5618	33	1.022	33.72	.2432	28.80	1764	2.4	.0025	.08
	3-18-99	1-18-99	029	5585			CANCEL BILLING FROM		1-18-99	TO 2-16-99	5%		
	2-17-99	2-16-99	029	5691 E	106	1.021	108.22	.2514	45.69	834	5%	.0025	CANC BIL
	1-19-99	1-18-99	021	5585	83	1.021	84.74	.2713	36.50	1052	5%	.0023	.19
	1-04-99	12-28-98	042	5502	31	1.021	31.65	.2724	24.51	988	2.4	.0013	.04
	1-04-99	11-16-98	030	5471			CANCEL BILLING FROM		11-16-98	TO 12-16-98	5%		
	12-17-98	12-16-98	030	5582 E	111	1.021	113.33	.2690	49.22	547	5%	.0013	CANC BIL
	11-17-98	11-16-98	052	5471	14	1.021	14.29	.2524	18.05	597	2.4	.0013	.02
	11-17-98	9-25-98	020	5457			CANCEL BILLING FROM		9-25-98	TO 10-15-98	5%		
	10-16-98	10-15-98	020	5491 E	34	1.020	34.68	.2509	18.86	117	2.4	.0013	CANC BIL
	9-30-98	9-25-98	042	5457 MB	2	1.020	2.04	.2599	10.03	14	2.4	.0013	
	8-17-98	8-14-98	029	5455 E	12	1.019	12.22	.2723	12.56		2.4	.0013	.02
	7-17-98	7-16-98	049	5443	13	1.019	13.24	.2889	17.38	51	2.4	.0013	.02
	7-17-98	5-28-98	019	5430			CANCEL BILLING FROM		5-28-98	TO 6-16-98	5%		
	6-17-98	6-16-98	019	5448 E	18	1.018	18.32	.2959	13.15	51	2.4	.0013	CANC BIL

BEN I. SMALLER, M.D.

9508 N. Keeler
Skokie, IL 60076

Barb
2718

July 15, 2001



State of Illinois
Illinois Commerce Department

Dear Sirs:

1. I wish to file a complaint against Nicor Gas, P.O. Box 2020, Aurora, IL 60506-2020, www.nicorgas.com. During the last five years, this company has been overcharging for supplies and services. I have complained many times with little relief. Periodically they would admit an error and make adjustments.

I have a central switch for general heating and air-conditioning. This switch has been shut off for the last four years. Yet the overcharging goes on although it is impossible for the equipment to operate unless this master switch is on.

I have used substitute equipment, such as electric heaters, ceiling fans, and electric stove for hot water, etc. In short, I have done everything I could but the overbilling continues.

The company has sent numerous inspectors to check the equipment and for possible causes, but has never found any to account for the overbillings/overuses such as leaks etc. and the equipment has been in perfect conditions.

2. Usually the charges were based on estimates, but after my complaints, they stated the charges were based on meter readings, as impossible as this seemed. They supposedly sent the meter for accuracy and the report stated the meters they sent were accurate!

I have no way to check which meters were sent.

3. I have never had a complaint against any other utility in 25 years.
4. I asked to have the service shut off but they said that in addition to the charges, I would have to continue paying for supplies and special fees. This seems entirely unfair. They said everyone must pay for supplies whether they are getting service or not.

They refused to answer and correspond with my attorney in reply to requests for information.

5. they use questionable methods for checking the meters. The customer has no chance at checking the veracity of the meters sent in. They claim to collect the meters at certain times but they do not follow this schedule and inspectors criticized each other.
6. The last inspector stated that I would have to pay the charges since the meter was charged to me. He refused to recognize the fact that the central switch was off.
7. The only thing that was left on were the pilot lights on the hot water heater, since they told me I would have to pay a minimum charge anyway.
8. In the winter of 2000 and 2001 the charges shot up from about \$10 to \$15 a month to over \$100.00. They bombarded the customers with literature stating the charges were made necessary by the price increase in natural gas. This should not have applied to my case since the central switch was on OFF. Throughout the period and no fuel could be used.

The overcharged me about \$300.00. They refuse to change the charges.

I desire relief from the obvious overcharges.

SIGNED AND SWORN TO BEFORE
ME ON 21st DAY OF July 2001

Joan Lauders
NOTARY PUBLIC

Yours Truly

Ben L. Smaller



BEN I. SMALLER, M.D.

9508 N. Keeler
Skokie, IL 60076

July 15, 2001

State of Illinois
Illinois Commerce Department

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SIGNED AND SWORN TO BEFORE
ME ON 21st DAY OF July 2001
Joan Lauders
NOTARY PUBLIC

Yours Truly
Ben L. Smalzer

